



CASE STUDY ON SAP AMC SERVICE

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SAP OFFSHORE SUPPORT – Brings Value to the Business

About the Client:

The client is a leading manufacturer of fluorine Based chemicals. The company is a joint venture between government Industrial Corporation and India's leading Industrial conglomerate. Their annual turnover is \$ 500 million. They predominantly sell their products in overseas market. They manufacture six major assortments of fluorine based chemicals and bye-products.

Business Situation

The existing back-office Enterprise application has been implemented on SAP ECC 6.0. The production support after Go-Live was performed was awarded to us. As the system has not stabilized and there were backlogs of data to be entered in to the system. With rapidly expanding business and the support requirements are growing at the fast pace and with the limited resources, also the solutions to the issues were not handled on timely basis. So

to take the challenge and to reduce their application maintenance cost the client was looking for a support partner who could offer support on timely basis in competitive cost.

The Challenges

The Key challenge in the project is:

- ✓ Quickly meeting the existing needs and pacing-up with the growing IT requirements based on the Business.
- ✓ A high degree of complex Business process in terms of support perspective.
- ✓ No Defined SLAs or process of tracking the tickets to the closure.
- ✓ Highly unstable system, as the initial teething problem after implementation and configuration GAPS in terms of poor implementation
- ✓ The Awareness of the SAP system and the change management related issues.
- ✓ Poor Infrastructure in terms of Connectivity.

Our Approach

Denovo was chosen for our in-depth knowledge in SAP, the resource pool available with us and the better value proposition offered to the customer. The engagement scope covers the technical, functional, administration and enhancement support to the users of SAP ECC 6.0 including Financials (FI) , Controlling (Co), Asset accounting (AA), Material Management (MM), Sales & Distribution (SD), Production Planning (PP), Quality Management (QM), Technical (ABAP) and System Administration (Basis).

Denovo used its Offshore- Onsite model, by servicing the client at their location for the initial four weeks to provide the comfort and awareness to the user of all the modules. Later other than Fi & logistics modules, the support activities were moved to Denovo's ODC at Bangalore. The Fi & Logistic module consultants offered the onsite support till the closure of the financial books for that financial year, apart from providing the support from Off-Shore.

Business Benefit

Denovo offered the value added services

1. Online training for End users to gain more knowledge on the functionality of SAP.
2. Denovo helps to formulate an SAP helpdesk at the client end.
3. Additional Help for completion yearend activities.
4. Setting up of Centralized Master data
5. Maintenance.
6. System audit report with solutions / specific suggestions once in a quarter.
7. Regular audit report in terms of Business process improvisation
8. Proactive checks & audits to alert the system administration related metrics.
9. With Quantifiable SLAs client's business is not affected and improved their productivity.